Siebel 7.8

Integration with

Siemens HiPath ProCenter

Version 7.0

Technical Integration Brief

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Siebel's Validation Program verifies integration and data integrity between Partner Products and Siebel Business applications under lab testing environment conditions using out-of-the box versions of Siebel applications and Partner Products. Validation testing is done on a specific combination of hardware, operating system, and database as specified in the Technical Integration Brief associated with each Partner Validation. Similar results may not be reproducible in a customized production implementation. Validation testing does not include customized versions of Siebel products, performance, scalability, upgradeability of the integration. Each validation corresponds to a specific version of Siebel product and specific version(s) of Partner Product(s) as specified in the Technical Integration Brief. Validation does not extend to any other product combination. Unless otherwise stated, validation testing is performed in a non-Unicode mode. Validation testing covers only the functionality mentioned in Partner's product documentation. Validation testing must not be used as a substitute for thorough implementation planning and design and quality assurance acceptance testing by customer's staff. Customer is solely responsible for the selection of the validated Partner Product and integrations. Partners are responsible to support their own products and validated integrations. The Partner's Technical Integration Brief for a validated integration can be accessed online from the Siebel Systems Alliance Partner Directory site at http://www.siebel.com/partners/dir/directory.shtm.

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Integration Overview

This document describes the integration between Siemens HiPath ProCenter Version 7.0 and Siebel 7.8. The reader is assumed to be familiar with both products.

For more information about Siebel 7.8 architecture and functionality, refer to the following documents:

♦ *Siebel Bookshelf CD containing Siebel product documentation*

♦ *Siebel Administration Guide*

♦ *Siebel Applications Guide*

♦ *Siebel Installation Guide*

Business Process Scenario

The integration of the Siebel 7.8 with HiPath ProCenter focuses on integration at the desktop or server level and targets productivity improvements for the call center agents. Computer telephony controls for telephone calls are available through the standard CTI toolbar and additional HiPath ProCenter specific functions are enabled CTI toolbar customizations. The "screen pop" can be accomplished using telephony data (e.g. ANI, DNIS) as well as customer information supplied by an IVR.

Integration Architecture
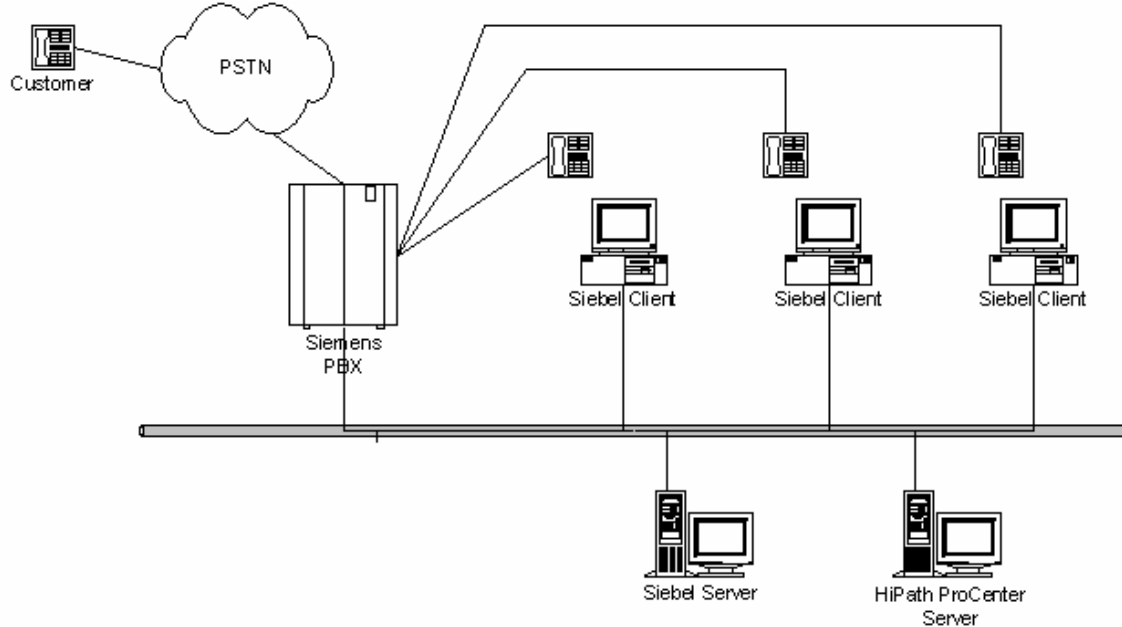
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A call center agent using the HiPath ProCenter Integration with Siebel 7.8 has access to the following telephony features:

- Logon to the ACD for telephony

- Logoff from the ACD for telephony

- Make a call, internally or externally

- Accept/answer an incoming call

- End/disconnect a telephone call

- Place a call on Hold

- Retrieve a call from hold

- Initiate and complete a conference call

- Initiate a "blind" transfer of a call to another agent, another queue or to an external number

- Initiate and complete a consultative transfer of a work item (voice call)

- Change ACD state to Available

- Change ACD state to Unavailable

- Change ACD state to Work

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Validation Summary

HiPath ProCenter is a mature product that has advanced skills-based routing capabilities for telephone calls, e-mail and Web collaboration. It is currently in its 7th release and now provides integration with Siebel 7.8.

Validation Testing Environment

Hardware:

Siebel Server
CPU: 3.0 GHz
RAM: 2GB

Siebel Clients
CPU: 2.4 GHz
RAM: 1GB

Siemens HiPath ProCenter Server
CPU: 2.4 GHz
RAM: 1 GB

Siemens Switches
HiPath 4000 v3

Software:

Siebel Server
Siebel 7.8.2 Enterprise Server

Siebel Clients
Siebel 7.8.2 Web Client

Siemens HiPath ProCenter Server
Siemens HiPath ProCenter V7.0

Database:

Siebel Server
Microsoft SQL Server 2000

Siemens HiPath ProCenter Server
Informix Dynamic Server 10

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Operating System:

Siebel Server
Windows 2003 Server

Siebel Clients
Windows XP Professional

Siemens HiPath ProCenter Server
Windows 2003 Server

Communication medium (Network/Wireless etc.):

Local Area Network

Integration Feature List

Feature	Validated	Available but Not Validated by Siebel Systems
Telephony Integration	●	
Integration in German		●

Telephony Integration

Allows the user to interact with HiPath ProCenter telephony capabilities in the Siebel Communication toolbar. In addition, screen-pops on inbound calls and screen-transfers on consultation calls are created by the integration. Furthermore, the relevant communication views in the Siebel Client are populated with data gathered by HiPath ProCenter.

Integration in German

Identical functionalities as described in this document, except that the User Interface is in German.

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Installation and Deployment

System Requirements

The hardware, software and networking requirements listed in this section are general in nature and are not exactly those required by the HiPath ProCenter system. Detailed requirements for HiPath ProCenter can be found in the *HiPath ProCenter Installation Guide*

Siebel System Requirements

Please refer to the *System Requirements and Supported Platforms* document or Siebel Support Web for details on Siebel client and server hardware requirements.

Siemens HiPath ProCenter System Requirements

Please refer the *HiPath ProCenter V7.0 Installation Guide* for detailed requirements for the HiPath ProCenter server and agent PCs. The server requires Windows 2003 Server as well as HiPath ProCenter V7.0. The agent PCs can run Windows XP Professional or Windows 2000 Professional.

Hardware Requirements

Please refer to the *Siebel Supported Platforms* for details on Siebel client and server hardware requirements.

Installation and Deployment

Deployment Skill Requirements

It is assumed that the person installing and configuration of the HiPath ProCenter software for Siebel 7.8 is familiar with HiPath ProCenter. This person must also have administrator privileges for Siebel 7.8, but need not be an expert with Siebel applications.

Installation and Deployment Process Overview

Installation of the HiPath ProCenter software for Siebel 7.8 integration requires the following steps. For detailed instructions please see the readme.txt of HiPath ProCenter Integration for Siebel 7.8*:*

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- Installation of Siebel 7, (including Siebel CTI if applicable)

- Installation of HiPath ProCenter

- Installation of the HiPath ProCenter SDK

- Installation of HiPath ProCenter Integration for Siebel 7.8

- Configuring Siebel 7.8 for CTI.

- Administration of the CTI configuration definitions and settings in Siebel 7.8.

Further Customization and Configuration

Any customization or configuration required to alter the default behavior of this integration can be performed by Siemens Professional Services.

Ongoing Administration Requirements

No special maintenance requirements exist.

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Availability

Integrated Product Versions

Siemens HiPath ProCenter v7.0 was validated with Siebel 7.8.

How to Obtain Integration Software and Services

Siebel Business Applications

License Siebel business applications from your Siebel Systems sales representative.

Integration Software

Contact your Siemens sales representative directly.

Technical Support

The integration software is supported on a variety of platforms from the leading client/server hardware vendors meeting the operating system and minimum hardware requirements as specified in the *HiPath ProCenter V7.0 Installation Guide*. For further information, contact support@trangosoft.com

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